

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: INFORMATION SYSTEMS MANAGER - LAW ENFORCEMENT / JUDICIAL
CLASS CODE: 2033

FLSA STATUS: EXEMPT

EFFECTIVE DATE: AMENDED 3/26/08 (Revised 07/31/2007 version)
DEPARTMENT: INFORMATION SYSTEMS

JOB SUMMARY

Under minimal direction of the department head, reviews, analyzes, modifies, designs, and implements applications including encoding, testing, debugging, documenting, specification writing, installation and training. Coordinates the implementation of the Utah County Law Enforcement/Judicial/Security and related information technology systems including acting as a Project Coordinator and System Administrator for purchased software systems and packages, as well as functioning as a Systems Analyst/Programmer designing, developing, and maintaining custom application software and developing methods and procedures for integrating and consolidating data and data access across these systems.

CLASS CHARACTERISTICS

This is a manager classification level responsible for major systems implementation.

ESSENTIAL FUNCTIONS

Manages the implementation of various Law Enforcement, Judicial and Security-related systems including Computer-assisted Dispatch (CAD), Records Management & Report Writing Systems (RMS), Jail booking, Warrants, Animal Control, Justice Court & other security systems.

Coordinates data exchange between various disparate systems including all Utah County local law enforcement systems, the State of Utah law-enforcement network, NCIC, NLETS, BCI and others.

Serves as a Systems Administrator for various purchased software systems. Maintains user account information, passwords, and other security credentials for all systems.

Trains officers, supervisors, and judicial and clerical personnel in all operational aspects of each system and serves as a resource for resolving systems errors and procedural problems.

Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations and may analyze or recommend commercially available software.

Performs system administrator duties on assigned hardware and application systems and monitors assigned systems to diagnose problems.

Analyzes, designs, programs, debugs and maintains systems for use by County departments with the use of object oriented programming tools.

Acts as technical support for users including training, installation and troubleshooting for both hardware and software.

Documents and tracks resolutions and work progress for all work activities.

Supports a multi-agency 3rd party law enforcement system.

Performs system administrator duties on hardware and software over multi-platforms.

Designs and creates database tables, functions, and procedures.

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Develops database-related functions, hardware and telecommunications requirements and overall application needs.

Supervises and directs the activities of System Analysts, Programmers and other department personnel as assigned.

Prepares and conducts performance appraisals on assigned personnel.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to perform system administrator duties; Knowledge of object-oriented programming; Skill in project and team leadership; Skill in systems design and programming including knowledge of Power Builder, Visual Basic, C, or similar object-oriented development languages; Knowledge of Oracle Relational Database technology; Knowledge of personal computer systems including Windows 2000/XP, Networks, Servers, etc.; Knowledge of UNIX Systems, COBOL programming and UNISYS (A series systems a plus); Knowledge of Microsoft Windows, scripts and API's; Knowledge of open client/server programming, architecture, Windows NT servers and workstations; Knowledge of PC networking and server technology; Knowledge of law enforcement, judicial and security procedures and practices; Ability to set own priorities and work with minimal supervision; Ability to analyze user needs and convert requirements into computer-based procedures and systems; Skill in designing and maintaining databases; Skill in troubleshooting computer hardware and software problems; Ability to maintain cooperative relationships with those contacted in the course of work activities; and Skill in communicating technically complex information. Skill in meeting and dealing with the public effectively.

PHYSICAL DEMANDS

Typically sit at a desk or table; Occasionally walk, stand, and stoop; Occasionally lift, carry, push, pull or otherwise move objects weighing up to 50 pounds; Use tools or equipment requiring a high degree of dexterity; Work for sustained periods of time maintaining concentrated attention to detail.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office, library, computer room, or other environmentally controlled room.

EDUCATION AND EXPERIENCE

Equivalent to a Bachelor's degree in computer programming or a closely related field; and five (5) years of computer programming experience including the performance of system administrator duties. Preference may be given to applicants with supervisory experience.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.